

Implementing the Integration

3

Overview

This chapter explains how to implement the integration between the Avaya System 25 switch and the Intuity AUDIX™ system. It includes all steps necessary to get the system up and running for both acceptance testing and cut-to-service.

Purpose

The purpose of this chapter is to present the tasks that need to be completed and the order in which they must be completed.

Perform the Initial Intuity AUDIX System Installation

Complete the following tasks before performing any Intuity AUDIX administration:

1. Complete Chapters 1 through 4 in the Intuity AUDIX installation book.
Use the information in [Chapter 4, "Connectivity"](#), in this book to connect the hardware platform to the System 25 switch and to any adjunct equipment.
2. Complete Chapter 5 in the Intuity AUDIX system installation book.

Perform the Initial System 25 Administration

If you are installing only the INTUITY AUDIX® application or only the Lodging application, you need to configure one message retrieval number. If you are installing both the INTUITY AUDIX and the Lodging applications, you need to configure a separate message retrieval number for each application. The Lodging message retrieval number on a co-resident system is a phantom (dummy) number mapped to the INTUITY AUDIX hunt group.

If you are also installing Lodging Fax Messaging, you also need to configure an extension capable of accepting external calls for a fax telephone number. This number should be a phantom extension terminating to the same hunt group.

NOTE:

You do not need a separate fax telephone number for fax messaging.

Complete the following tasks on the System 25 switch. For tasks 1 through 3 see [Chapter 5, "System 25 Switch Administration"](#), for the System 25 switch programming procedure:

1. Renumber the System 25 switch for a consistent three or four-digit dial plan.
2. Assign an integrated calling group with a circular hunt type.
3. Assign the Tip/Ring voice ports to the integrated calling group defined on the Group Calling form.
4. If you are installing both the INTUITY AUDIX and the Lodging applications, configure a phantom number for the Lodging message retrieval number and map it to the INTUITY AUDIX hunt group.
5. If you are installing Lodging Fax Messaging, configure a telephone number for Lodging Fax Messaging.

Intuity AUDIX System Initial Administration and Test

Before the System 25 switch and the Intuity AUDIX system can communicate, you must perform basic initial administration on the System 25 switch. The procedures listed in [Table 3-1](#) should be performed before proceeding with the remainder of the Intuity AUDIX system software configuration or the initial Intuity AUDIX system administration.


 **NOTE:**
These procedures are specific System 25 switch and substitute for the corresponding “Administer the Switch” steps of the Intuity AUDIX Installation Checklist.

Table 3-1. System 25 Initial Administration Checklist

Task	Procedure Located in	Comment
Renumber the System 25 for a consistent three or four digit dial plan.	Chapter 5, “System 25 Switch Administration”	Use the values from Worksheet G: “Voice Station Records”
Set coverage options: <ul style="list-style-type: none">■ Set “Allow Coverage Ringing on Incoming Calls” to yes■ Set number of rings before answer, usually 3 or 4	Chapter 5, “System 25 Switch Administration”	Use the values on Worksheet A: “Coverage Options/Maintenance Access”
Create VMS ports by deleting the applicable ports as Tip/Ring ports and reassigning them as voice mail ports.	Chapter 5, “System 25 Switch Administration”	Use the values from Worksheet B: “Voice Messaging Systems”

Table 3-1. System 25 Initial Administration Checklist

Task	Procedure Located in	Comment
Set "Send Special Disconnect Code" to no	Chapter 5, "System 25 Switch Administration"	Worksheet D: "System Dial Plan"
Set CAS options.	Chapter 5, "System 25 Switch Administration"	Use the values on Worksheet E: "SMDR Parameters for CAS"
Assign an INTUITY AUDIX calling group and assign the voice ports to the INTUITY AUDIX calling group. NOTE: Do not route the trunks to the INTUITY AUDIX calling group at this time. The Intuity AUDIX system is not set up to handle the calls yet, and callers will not receive the correct service.	Chapter 5, "System 25 Switch Administration"	Use the values from Worksheet B, "Voice Messaging Systems" and Worksheet F: "DGC Groups" NOTE: If you are replacing an Integrated Solutions system with an Intuity AUDIX system, this switch administration is already complete.

(Sheet 2 of 2)

Intuity AUDIX System Initial Administration Checklist

Before the Intuity AUDIX system and the System 25 switch can communicate, you must perform basic initial administration on the Intuity AUDIX system.



 **NOTE:**
Substitute the procedures in [Table 3-2](#) for the corresponding steps of the appropriate Intuity AUDIX Installation Checklist.

Table 3-2. Intuity AUDIX Initial Administration Checklist

Task	Procedure Located in	Comment
Verify that the switch name and country are specified correctly.	Chapter 6, "Intuity AUDIX System Administration"	
Administer the MWI device assignments.	Chapter 6, "Intuity AUDIX System Administration"	Use the values from Worksheet J: "INTUITY AUDIX System Parameter Features: Transfer Considerations"
Administer the dial plan Translations.	Chapter 6, "Intuity AUDIX System Administration"	Use the values from Worksheet K: "Assigning Extension Ranges on the Intuity AUDIX"
Set the MWI parameters.	Chapter 6, "Intuity AUDIX System Administration"	Use the extension and service information on Worksheet L: "Channel Information for Installation"
Administer the routing table.	Chapter 6, "Intuity AUDIX System Administration"	Use the values on Worksheet P: "Routing Table"
Test each channel.	Intuity AUDIX Installation Checklist	
Set up business/holiday schedules.	Chapter 6, "Intuity AUDIX System Administration" in this book	Use the values on Worksheet N: "Business Schedule" and Worksheet O: "Holiday Schedule"

 **NOTE:**
The following procedures should be performed before proceeding with the remainder of the Intuity AUDIX system software installation.

Perform Acceptance Tests

For acceptance testing, you must perform administration on both the System 25 switch and the Intuity AUDIX system. Then, you make test calls to check functionality. The major difference between acceptance testing and cut-to-service is the smaller number of subscribers and the more limited functionality tested.



NOTE:

Substitute the following procedures for the corresponding steps of the appropriate *INTUITY AUDIX Installation Checklist*.

- Add Test Subscribers 1 and 2
- Test Call Answer and Voice Mail
- Remove Test Subscribers 1 and 3

You must perform the following tasks to administer a System 25 switch for acceptance tests:

1. Select two subscribers from among the stations listed on Worksheet [G: "Voice Station Records"](#) as having INTUITY AUDIX call coverage. If you are working during business hours, request that the System 25 switch administrator select the subscribers so that business will not be disturbed.

Add the selected subscribers to the Intuity AUDIX system. Use the Intuity AUDIX system Add Subscribers procedure described in Chapter 15, "Cut-to-Service Procedures," in the installation book for your platform.

2. Use the System 25 programming procedure described in [Chapter 5, "System 25 Switch Administration"](#) in this book to set the coverage of these extensions to the INTUITY AUDIX application.
 3. Make test calls to each subscriber, but do not answer the calls. The Intuity AUDIX system should provide call answer service for each of these calls.
 4. While listening to the first subscriber's greeting, enter * 8, the other subscriber's extension, and #.
- Verify that the call is transferred to the second subscriber.
5. Make test calls directly from the subscriber stations to the INTUITY AUDIX calling group. The Intuity AUDIX system should provide voice mail service for these calls.

Administer/Test Optional Intuity AUDIX Packages

Return to the Software Installation Checklist, Chapter 2 at the step marked "Test INTUITY AUDIX Multilingual feature."

Continue with the software installation checklist up to the step marked "Administer Switch for Cut-to-Service."



NOTE:

This section of the Software Installation Checklist includes administration of the INTUITY AUDIX subscribers, outcalling, automated attendant menus, greetings, etc.

Test Automated Attendants

Before final switch administration, test the Routing Table, Business Schedules and Holiday Schedules defined on Worksheets [P](#), [N](#), and [O](#) that you filled out following the instructions in Chapter 2, Planning the Integration, in this book.

NOTE:

The business schedules, holiday schedules, and automated-attendants must be administered before they can be referenced in the routing table. Therefore, the routing table must be entered last.

1. Administer an automated-attendant as described in Chapter 2, Planning the Integration, in this book.
2. Log the FPDC into a selected host station or use the System 25 programming procedure described in [Chapter 5, "System 25 Switch Administration"](#) to set the coverage of a phantom extension to the INTUITY AUDIX application.
3. Generate a test call to that phantom extension or a trunk in the designated group.
4. Verify proper automated-attendant operation.

Perform Cut-to-Service Administration

Complete the following tasks for cut-to-service:

1. If you are installing the INTUITY AUDIX application, add the subscribers to the Intuity AUDIX system. Use the administer test subscribers procedure in Chapter 7 of the Intuity AUDIX installation book and administer the subscribers for the INTUITY AUDIX application. For additional information about subscriber administration, see *Avaya INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.
2. Connect the coverage group to the integrated automated attendant call answer station. See [Chapter 5, "System 25 Switch Administration"](#) in this book.
3. Direct incoming calls on specified trunks to the calling groups. See [Chapter 5, "System 25 Switch Administration"](#) for more information.
4. Make test calls to each subscriber, but do not answer the calls. The Intuity AUDIX system should provide call-answer service for these calls.
5. While listening to the first subscriber's greeting, enter , another subscriber's extension, and .

Verify that the call is transferred to the second subscriber.

6. Make test calls directly from the subscriber stations to the calling group. The Intuity AUDIX system should provide voice mail service for these calls.
7. Determine your next step:

- a. If the system will use networking, continue with “Perform Networking Administration and Test”.
- b. If the system will not use networking, complete Chapter 15, “Cut-to-Service Procedures”, in the Intuity AUDIX installation book to finish the installation.

Test for Validating the Port Connectivity

Use this procedure to test whether the ports are physically connected properly.

1. Access the System Monitor - Voice Channels window.

For the procedure, see [“Test for Viewing the System Monitor”](#).

2. Ask the switch administrator to place calls to each individual Intuity AUDIX voice channel, one at a time.
3. Use the System Monitor window to verify that the correct channel is accessed from the switch.

Test Busy Extensions

Use this procedure to test call forwarding for busy extensions:

1. Busy out a system subscriber extension.
2. Call the busy extension.
3. Verify that the call follows the correct call forwarding coverage path and that the Intuity AUDIX system plays the busy greeting.
4. Repeat this procedure for the other extensions to be validated.

Test Call No Answer

Use this procedure to test call no answer for all system subscribers:

1. Call the system subscriber.
2. Verify that the correct prompt is played.

Test for Validating Transfers

Use this procedure to test transfers for all system subscribers:

1. From an INTUITY AUDIX mailbox, use the “*T” option to transfer to another INTUITY AUDIX mailbox.
2. Monitor the transfer time.

The transfer time should be approximately 5 to 8 seconds.

Test for Validating Call Disconnection

Use this procedure to validate call disconnection for all system subscribers:

1. Leave a message in the system subscriber's mailbox.
2. Retrieve the message, and listen for the sign of call progress tone recording.

If there is no call progress tone in the message, call disconnection is occurring properly.

Test for Validating MWI Updates

Use this procedure to validate message waiting indicator (MWI) updates for all system subscribers:

1. Leave a voice message for the system subscriber.
2. Check that the system subscriber's MWI (tone or indicator light) is turned on.
3. This is an optional step. If there are enough ports to handle incoming traffic, take the last port from out of DGC group. Since the System 25 switch does circular hunts, the last port needs to be reserved for message waiting lights and outcalling.

Test for Validating the Automated Attendant

Use this procedure to test the automated attendant for all system subscribers (if configured):

1. Call the system subscriber.
2. Verify that the automated attendant message plays.

Test for Validating the Outcalling Feature

Use this procedure to test the outcalling feature for all system subscribers:

1. Set up the outcalling feature for any subscriber. Specify some preferences.
2. Call the selected subscriber and leave a message on the INTUITY AUDIX application.

3. The INTUITY AUDIX application should call the telephone number specified in the outcalling feature and inform the subscriber about the new messages.

Test for Validating the Fax Transmission

Use this procedure to validate the fax transmission for all system subscribers:

- To send a fax:
 1. Enter the fax number of the person to whom you want to send a fax in the INTUITY AUDIX application.
 2. Place the document in the fax machine and press . Check that the document is being transferred.
- To receive a fax:
 1. Enable the FAX feature for the selected subscriber.
 2. Send a FAX to the selected subscriber's INTUITY AUDIX mailbox.
 3. Ask the selected subscriber to log in to the INTUITY AUDIX application and redirect the fax to a fax machine.
 4. Check that the document faxed has been received in the required format and clarity.

Test for Validating MWI Updates

Use this procedure to validate the MWI updates for all system subscribers:

1. Leave a message for the selected subscribers.
2. Test if MWI updates take place in any of the following ways:
 - Stutter tone is present on all types of handsets
 - The message waiting lamp is lit on handsets supporting this feature

Test for Viewing the System Monitor

The System Monitor - Voice Channels window is used to validate the Tip/Ring mapping. Use this procedure to view the System Monitor - Voice Channels window.

1. Start at the Avaya Intuity Main Menu and select

> Voice System Administration

> System Monitor

The system displays the System Monitor - Voice Channels window ([Figure 3-1](#)). The window shows the service status of each channel on the system.

System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	0		*0n Hook		
1	10		*0n Hook		
2	21		*0n Hook		
3	4		*0n Hook		
4	12	AUDIX	Talking	12345#	
5	0		*0n Hook		

Figure 3-1. System Monitor Window

2. Press **F3** (Cancel) twice to return to the Avaya INTUITY Main Menu.

Perform Networking Administration and Test

Once the system is fully administered for the INTUITY AUDIX subscribers and operational, you can administer the networking applications. Complete the following tasks:

1. Administer and test the networking. Use the following chapters from the Intuity AUDIX installation book as they apply to the system:
 - Chapter 12, if the system will use AMIS analog networking
 - Chapter 13, if the system will use INTUITY AUDIX Digital Networking
 - Chapter 15, if the system will use Internet Messaging
2. Complete Chapter 15, “Cut-to-Service Procedures”, in the Intuity AUDIX installation book to finish the installation.

